

الساطع للنقل بالحافلات

BRIGHT BUS TRANSPORT

Terms & Conditions



Journey to a bright future

A General

1. Bright Bus Transport operates the buses in compliance with the guidelines of regulatory authorities.
2. All drivers of BBT are fully trained and participate in our ongoing customer care and drivers' training courses. They undergo a minimum of 30 hours of Safe Drivers' Training Course, each year.
3. The buses are installed with a GPS and a Video Surveillance System. All buses are provided with a mobile phone. The mobile phone number is available on the website.
4. There is a BBT Customer Care Executive (CCE) for the school whose name and contact details are available on the website.
5. All buses have designated pick up and drop off points.
6. The travel time may vary depending on the number of students / change in route.
7. It is the responsibility of the parent(s) to ensure that their child / children is/are at the pick-up point at the designated time. Buses will not leave from collection points ahead of schedule. However, buses will not be able to wait at pick-up points after the scheduled time. Due to traffic delays buses may arrive at pick-up and drop-off points behind schedule.
8. **Drop off of Students during the return trip:**
 - 8.1 Parents of all students of Grade 6 and below will be issued with Guardian cards by BBT. It is essential to produce the Guardian card to receive the student at the drop off point. The students can be received by the parents / relatives / parents of other students / maids or any other authorized adult with the Guardian card.
 - 8.2 While dropping of the **FS1 & FS2** students, during the FS trip, if any adult with the Guardian card is not available the student will be brought back to the school. The BBT Representative will contact the parent and confirm whether an adult will be available if the student is brought in the afternoon trip. If so, the FS student will be sent along with the other students in the afternoon trip. Otherwise the parent has to collect the student from the school.
 - 8.3 It is mandatory that the adult with the Guardian card is present to collect the students of **Years 1 to 4**. In certain cases parents advise the bus staff from their balconies / residence to drop the students; in such cases the parent has to give an undertaking that it is acceptable to them to drop off the students if they are visible to the bus staff. If such an undertaking is not given and an adult is not available to receive the students they will be brought back to the school. If Years 1 to 4 students have older siblings (Grade 5 and above) travelling with and an undertaking has been given that they can be dropped in the care of their older sibling, this will be done.
 - 8.4 If the students of **Years 5 to 7** are to be dropped without the presence of an adult, parent should sign a consent form accordingly.

- 8.5 If the above is not strictly followed by any parent the students will be brought back to school and it would be the responsibility of the parents to collect the students from the school. In such cases BBT will charge the parents AED 20/- per hour, per student for taking care of the students at the school.
9. A written request, signed by the parent/guardian, for reasons of safety and security, is required if a drop-off other than usual is requested.
10. Parents are required to inform the drivers / CCE if a student is absent on a particular day. If a student does not want to use the return trip on any particular day the parent should give a written communication / send an e-mail to the CCE.
11. In case of change of residence, provision of transport service will be subject to the availability of seats on established routes. Fees as applicable to the new pick up area as per the fee structure will apply.
12. Children with contagious diseases are not permitted to travel in the bus. A clearance certificate should be handed to the school nurse on the day the child returns to school.
13. For safety reasons, eating and drinking on the bus other than water will not be permitted.
14. BBT reserve the right to decline provision of service. Allocation of bus facility will be based on the availability of seat in the bus plying in the area.
15. All BBT vehicles, drivers and passengers are insured. In case of any claim due to accident, the company's liability is limited to the comprehensive compensation paid by the insurance company, as per the terms of the insurance policy.
16. Parents or guardians shall compensate the company for any damages caused / sustained on the bus or to other travellers as a result of inappropriate behaviour/actions by their child.
17. BBT may use e-mail id / mobile number of the parents for conveying messages / sending newsletter / circulars.

B. Registration for Transport Service

1. All students who require the services of BBT shall apply in a prescribed form available on the website or at the school.
2. The application form available on the website www.brightbustransport.com or at the school counter should be completed and submitted by the parent. All asterisk marked columns must be filled up. The Parent should make the necessary payment at the BBT counter in the school. A bar coded ID card will be provided to the student at a cost of AED 25/-.
3. Every transport user should have a bar coded bus Identity Card in order to take the Electronic Attendance. **No student will be permitted to board the bus without an ID card.** This is emphasised for the safety of the students.

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4. Replacement bar coded bus Identity card will be charged at AED 25/- per card.

C Payment of Fees

1. Once the application form / online registration is accepted, student will make payment of fees based on the fee structure applicable in the particular school.
2. Transport fee is applicable and charged for ten months in an academic year. Full payment should be made at the beginning of the academic year irrespective of the number of working days.
3. BBT Management reserves the right to change the transport fee subject to fluctuations in operational cost and any unforeseen circumstances.
4. In case of new admissions during the term, after 15th of the beginning of the term, fee will be charged on prorata from the date of start of service.
5. Following options are given to parents for payment of fees –
 - (i) Cash / Credit Cards at the BBT counter in the school
 - (ii) Cheque in favour of 'Bright Bus Transport' at the BBT counter in the school
 - (iii) Online Payment through our website www.brightbustransport.com
6. If the transport fee is not paid before the fifth of the first month of the term service will not be available from the next day.

D Direct Payment by Companies

In case of direct payment of transport fee to BBT by the parent's Companies it should be informed at the time of registration. The Companies should be advised to make the payment latest by 10th of the first month of the term failing which the service will be declined.

E Dishonour of Cheques

1. AED 25/- will be charged in case of dishonour of cheques.
2. Only cash / credit card payments will be accepted in case of dishonour of cheques.

F Invoices

1. Invoices can be collected from the school / BBT counters at the time of payment.
2. The individual Proforma invoice shall be issued to those parents who will be getting re-imburement from their employee.

G Transport Discontinuation

1. Transport Facility once availed will not be withdrawn during the term. No refund in case of withdrawal will be made for the unexpired portion of the term, from transport facility. Refund will be done for the succeeding months. In case of discontinuation due to transfer from school at least two week notice should be given to the Representative of BBT in the specified form. In case of transfer a copy of the transfer

certificate should be handed over to the representative of BBT. In this case fee will be charged till the month (inclusive of the month) the student uses the service.

2. Discontinuation of transport facility for the ensuing term should be intimated in the specified form (available with at the BBT counter in school / at the website) at least two weeks before the end of the previous term.
3. In case of temporary discontinuation due to long leave for more than a month on medical grounds etc, a letter should be submitted from the Principal along with the discontinuation form, for the approval of competent authority. No temporary discontinuation is permissible for the months of December and June.

H Transport Fee Refund

1. Fee refund is applicable only in cases where fees for more than one term have been paid by the parent and facility not availed for the succeeding term(s).
2. In case of temporary discontinuation on medical grounds the fee paid can be adjusted for the next month, if approved by the competent authority.
3. In case of discontinuation for any reason other than at the end of the academic year a 'service charge' of AED 100/- is applicable. This charge will also be applicable for return of Post Dated Cheques.
4. Fee refund is not applicable in case student is temporarily suspended from use of bus service.
5. Refund shall be made only through account payee cheques (in the name of the parent who had initially paid or any person authorised by the parent) and not in cash.
6. Any adjustment for fee waiver / change of area shall be done by the third working day of the subsequent month.

J Area Change

1. The parents should provide the Area Change form (available at the BBT counter in the school / website) to the Representative of BBT in the school. The parent will be informed of the availability of seat in the bus plying in the new area.

I understand the buses are monitored by Video Surveillance System. I agree to the Terms and Conditions of Bright Bus Transport

Name of Student _____

Student ID _____ Grade _____

Name of Parent _____

Signature of the Parent _____ Date: _____

(Please retain a photocopy for your records)